



ATT. DDA84-2609

12 September 1984

MEMORANDUM FOR: Director of Central Intelligence

FROM:



DCI Personnel Officer

SUBJECT: DCI Remarks to Office of Personnel Conference

1. Attached are the proposed talking points for your presentation to the Office of Personnel Conference on 25 September at 1100 hours. If you have any changes, please forward them to my attention in Room 7D19 Headquarters.

2. My personal thanks to you, in advance, for taking the time to address our conference.



DCI REMARKS TO  
OFFICE OF PERSONNEL CONFERENCE  
25 SEPTEMBER 1984

## "EXCELLENCE STARTS WITH PERSONNEL"

IT GIVES ME A GREAT DEAL OF PLEASURE TO BE ABLE TO SPEAK TO YOU TODAY, AS YOU BEGIN YOUR OFFICE CONFERENCE. I AM PARTICULARLY PLEASED WITH THE "EXCELLENCE AND PERSONNEL" THEME YOU HAVE SELECTED THIS YEAR. NO ONE CAN MAKE MORE CRITICAL CONTRIBUTIONS TO "EXCELLENCE" IN THE AGENCY THAN THE OFFICE OF PERSONNEL.

YOU SHAPE AN APPLICANT'S FIRST IMPRESSION OF THE AGENCY THROUGH YOUR INITIAL CONTACT. YOU CONTINUE TO CONTRIBUTE TO AN EMPLOYEE'S ATTITUDE AND MORALE THROUGHOUT HIS OR HER CAREER; AND YOU PROVIDE THE LAST IMPRESSION OF THE AGENCY AS AN EMPLOYEE SEPARATES OR RETIRES.

DURING A PERIOD OF RESTRICTED BENEFITS AND INCREASING COMPETITION WITH PRIVATE INDUSTRY FOR TALENTED EMPLOYEES, WE NEED TO BE PARTICULARLY CONCERNED ABOUT THE QUALITY OF WORK LIFE. REAL JOB SATISFACTION STEMS FROM SUBSTANTIVE WORK ASSIGNMENTS; BUT YOU HAVE THE POWER TO SIGNIFICANTLY ENHANCE THE PROFESSIONAL AND TEAM-ORIENTED ATMOSPHERE THAT ALL OUR EMPLOYEES NEED AND DESIRE.

I KNOW THAT YOU....

I KNOW THAT YOU HAVE BEEN MAKING GREAT EFFORTS TO ENSURE THAT OUR EMPLOYEES RECEIVE THE KIND OF SERVICES AND SUPPORT THAT WILL HELP THEM FLOURISH. YOUR RECENT EFFORTS HAVE RESULTED IN INCREASED HEALTH BENEFITS FOR EMPLOYEES WITH AN ACCOMPANYING SIGNIFICANT REDUCTION IN COSTS FOR ANNUAL PREMIUMS. THIS REVERSAL OF SPIRALING HEALTH COSTS AND DECREASING BENEFITS IS ESPECIALLY GOOD NEWS FOR OUR EMPLOYEES. YOU HAVE BEEN IN THE FOREFRONT OF THE EFFORT TO PROTECT OUR RETIREMENT ENTITLEMENTS. THE OP TEAM HAS CAREFULLY TRACKED CONGRESSIONAL ACTIVITY REGARDING PROPOSED RETIREMENT LEGISLATION AND DEVELOPED A NUMBER OF INNOVATIVE APPROACHES TO STRENGTHEN AND PROTECT OUR RETIREMENT SYSTEM. YOU HAVE ENABLED US TO DOUBLE THE NUMBER OF CT'S HIRED. AND THESE ARE JUST YOUR MORE PUBLICIZED RESULTS OF WHICH YOU SHOULD BE PROUD.

STILL, IT IS THE LITTLE EXTRA EFFORT PUT FORTH EVERY DAY THAT OUR EMPLOYEES OFTEN REMEMBER. SUCH SPECIAL CONCERN HELPS TO CREATE AND MAINTAIN OUR STANDARDS OF EXCELLENCE. FOR INSTANCE:

- ° THE REPEATED PERSONAL INTERCESSION BY   
 ON BEHALF OF A RETIREE CONCERNING A

HEALTH INSURANCE CLAIM....

HEALTH INSURANCE CLAIM RESULTED IN THE AWARD OF  
\$42,000--DESPITE PREVIOUS DENIALS BY BOTH THE  
UNDERWRITER AND OPM.

STAT  
STAT

- THE PERSONAL VISITS BY [REDACTED]  
[REDACTED] TO THE MOTHER OF AN EMPLOYEE, HELPED TO  
CALM HER MANY CONCERNS REGARDING HER DAUGHTER'S  
DISABILITY RETIREMENT BENEFITS.

STAT

- [REDACTED] TENACITY WAS RESPONSIBLE FOR  
SUCCESSFULLY LOCATING TEMPORARY HOUSING FOR A  
NEW SINGLE PARENT EMPLOYEE WITH A  
7 1/2-MONTH-OLD BABY.

STAT  
STAT

- DUE TO THE PERCEPTION AND GUIDANCE OF [REDACTED]  
[REDACTED], THREE  
EMPLOYEES--WHOSE IMMINENT RESIGNATIONS WERE NOT  
IN EITHER THE EMPLOYEES' OR THE AGENCY'S  
INTERESTS--WERE ABLE TO GET LWOP STATUS.

STAT

- [REDACTED] PUT OUT EXTRA EFFORT  
TO TRAVEL TO THE HOME OF A RETIREE TO ASSIST  
HIM WITH THE FILING OF HIS COMPENSATION CLAIM.

STAT

[REDACTED] GAVE....

STAT

- [ ] GAVE SUPPORT AND AID TO A CAREER TRAINEE FROM THE TIME OF HIS SEVERE INJURY IN NOVEMBER 1983 UNTIL HIS RECOVERY IN AUGUST 1984,
- AND THE LIST COULD GO ON.

STAT

STAT

IN ANOTHER AREA, [ ] STRONG LEADERSHIP AND TIRELESS EFFORTS OVER MANY EVENINGS AND WEEKENDS MADE OUR FIRST [ ] CLASSIFICATION SURVEY [ ] A GREAT SUCCESS. [ ] WAS SELECTED TO HEAD THE CIA TEAM AND AS THE SURVEY PROGRESSED, HER ROLE EVOLVED INTO SERVING AS THE TEAM LEADER FOR THE ENTIRE SURVEY, SPEAKING ON BEHALF OF [ ] THE CIA TEAM. AS A RESULT, AN INEQUITABLE GRADE STRUCTURE HAS BEEN CORRECTED, A BETTER WORKING RELATIONSHIP [ ] ACHIEVED, AND THE MORALE OF MANY CIA [ ] EMPLOYEES IMPROVED.

25X1

25X1

25X1

25X1

STAT

FINALLY, THIS YEAR WE HIRED EVER-LARGER NUMBERS OF QUALIFIED EMPLOYEES; AND I WOULD BE REMISS IF I DIDN'T MENTION THE EXCELLENT STRIDES MADE BY [ ] AND EMPLOYMENT DIVISION IV EMPLOYEES WHICH RESULTED IN TRIPLING OUR CLERICAL EOD RATE. HOW WAS THIS ACCOMPLISHED?

BY HARD WORK....

BY HARD WORK. BY REORGANIZING TO REDUCE PROCESSING TIME, RESULTING IN WEEKLY INSTEAD OF BIWEEKLY EOD'S. BY MORE EFFECTIVE ADVERTISING. BY IMPROVEMENTS IN SCHEDULING OF SECURITY AND MEDICAL APPROVALS. BY MORE ACTIVE SECRETARIAL SCHOOL RECRUITMENT IN NEARBY CITIES, AND BY A PRE-SLOTING PROGRAM THAT SPEEDS UP EOD DATE ASSIGNMENTS. THIS TYPE OF CREATIVITY AND DEDICATION ONCE AGAIN EXEMPLIFIES WHAT PERSONNEL OFFICERS CAN DO IF THEY SET THEIR SIGHTS ON EXCELLENCE.

AS AGENCY PERSONNEL OFFICERS, YOU HAVE COME THROUGH A PERIOD OF UPHEAVAL IN BOTH HOW YOU WORK, WHERE YOU WORK, AND WITH WHOM YOU WORK. SENIOR PERSONNEL MANAGEMENT HAS CHANGED; THE EMPLOYMENT AND BENEFITS ORGANIZATION TURNED AROUND; COMPONENT PERSONNEL ROLES HAVE BEEN STRENGTHENED; AND YOUR PERSONNEL CAREER PANEL SYSTEM IMPROVED.

I CONGRATULATE ALL OF YOU FOR YOUR WILLINGNESS TO TRY NEW WAYS, AND FOR RECOGNIZING AND SUPPORTING THE AGENCY'S INCREASING NEED FOR MORE FLEXIBLE, RESPONSIVE PERSONNEL SERVICES. I KNOW OTHER CHANGES ARE BEING CONSIDERED AND URGE YOU TO START IN THIS CONFERENCE.

I HAVE OFTEN QUESTIONED....

I HAVE OFTEN QUESTIONED THE VALUE OF THIS KIND OF CONFERENCE GATHERING IN THE PAST; BUT THIS ONE APPEARS TO BE OF POTENTIAL BENEFIT FOR BOTH YOUR OFFICE AND THE AGENCY. SINCE I AM INTERESTED IN YOUR PROGRESS, I ASK THAT YOU PROVIDE ME WITH A MEMO WHICH SUMMARIZES YOUR CONFERENCE ACHIEVEMENTS. AND NOW RATHER THAN TALK AT YOU ANY LONGER, I'LL BE HAPPY TO RESPOND TO ANY SPECIFIC QUESTIONS YOU MAY HAVE.